

LIEAP Frequently Asked Questions 8-10-12

Q1	When does LIEAP start?
A1	The LIEAP application period is mid-January through the final business day of March. Applications received before or after the application period will be denied.
Q2	Do I have to receive Food Assistance to qualify for LIEAP?
A2	No, you do not have to be a recipient of Food Assistance or any other SRS Program to receive LIEAP benefits. Although LIEAP eligibility is based in part on your income, the requirements for the program are different than for other SRS income based programs, and you may be eligible for LIEAP even if you were not eligible for other benefits SRS provides.
Q3	How do I apply?
A3	During the annual application period (January – March) you can submit an application online, by mail, fax or email.
Q4	How do I submit my supporting documentation when I apply online?
A4	<p>You may submit your supporting documentation by any of the following methods:</p> <ul style="list-style-type: none"> • Mail: LIEAP, P O Box 175001, Kansas City, KS 66117 • Fax: 1-866-652-0715 • Email:
Q5	Am I eligible?
A5	In order to be eligible, household income may not exceed 130% of the federal poverty level (see Income Guideline chart). The income qualifying household must have a fuel account which is in the name of 1) an adult household member or 2) the landlord. If the household's bill is in the name of someone else, energy assistance will be denied. Households in subsidized housing, where the tenant does not have to pay a utility expense, are not eligible for LIEAP.
Q6	Why does LIEAP have a different amount listed for my wages than what I receive?
A6	When calculating income from wages, LIEAP uses gross income, which is the amount you were paid before your employer deducted taxes, Social Security, etc.
Q7	Are contract payments for the sale of real property or the sale of cars, furniture or other household property considered income?
A7	The installment payments for the contract sale of real property are countable as income. Proceeds from the sale of cars, furniture or other household property are not.
Q8	A household member is away on military assignment. Do I need to include that individual's income along with other adult household members?
A8	Yes, the household member away on military assignment is only temporarily absent for purposes of employment and therefore considered a household

	member and all of his/her income is countable.
Q9	I owe my gas/electric company a lot more than last year. Does that mean my benefit will be bigger?
A9	<p>No, the benefit amount is based upon the following:</p> <ul style="list-style-type: none"> • The amount of federal funding received and the anticipated number of Kansas household applicants • Type of dwelling • Type of primary heating fuel (if primary fuel is being paid), if not type of fuel paid • Number of household members (citizens) • Total gross household income
Q10	Can I apply for LIEAP if my name is not on my utility bill?
A10	The applicant and the person signing the online application must be the person whose name appears primary on the primary heating source energy bill to receive the LIEAP benefit.
Q11	Can I split my benefit if my name is on one utility bill and my spouse's (or other household member) name is on the other bill?
A11	You cannot choose to split your benefit between two vendors if the applicant's name is not on both utility bills.
Q12	On my application I requested my benefit NOT be split, but I changed my mind. What can I do?
A12	Unfortunately, the choice of whether or not to split your benefit can only be made one time per year.
Q13	What are the next steps when my Landlord or Employer refuses to assist in providing information on my behalf?
A13	If we are unable to verify information through documentation provided by either the customer; landlord/employer, or alternative resources we may have available to us, the case must be denied.
Q14	How many payments will I get?
A14	LIEAP pays one benefit per year. Dependent upon available funding a supplemental payment may be issued later in the year.
Q15	When will I get my benefit?
A15	Processing time varies because of unique and diverse applications, but applications are processed within 45 days if you have sent in all requested information.
Q16	How often are benefits mailed from Topeka?
A16	LIEAP benefits are mailed out twice a week.
Q17	What can I do to ensure my application is processed in a timely manner?
A17	Make sure the applicant's name is the same as the adult's name on the utility bill. Make sure your application is completely filled out. Write the applicant's name and address in the top portion of any supporting documentation that you mail, fax, or email to the LIEAP Processing Center. Paper applications need to be mailed early enough to ensure they will be received at the LIEAP

	Processing Center by March 30, 2012.
Q18	I was denied and I don't agree. What can I do?
A18	To exercise your right to appeal a decision made on your LIEAP case, send an appeal request of the denial notice or benefit issuance in writing within 30 days to: LIEAP, PO BOX 175001, Kansas City, KS 66117. To assist with the appeal process, request for appeal forms are available at: http://content.dcf.ks.gov/ees/KEESM/Miscform/REQUEST01-03.pdf .
Q19	I wish to withdraw an appeal I filed. What can I do?
A19	To assist with the appeal process, forms to withdraw an appeal are available at http://content.dcf.ks.gov/ees/keesm/miscform/Withappeal.1_03.pdf .
Q20	How do I get in touch with the LIEAP Customer Service?
A20	Customer Service can be reached at (800) 432-0043.
Q21	I received my LIEAP benefit, but I still need help. What else can I do?
A21	Contact your local Salvation Army, Red Cross, United Way, other local helping agency, along with your utility company for other available options.
Q22	What is the Cold Weather Rule?
A22	The Cold Weather Rule helps ensure households will have electric and gas service during the winter. You must make pay arrangements with your utility to use the rule. For more information about the Cold Weather Rule please go to the Kansas Corporation Commission website at http://kcc.ks.gov/pi/cwr_english.htm or contact them at (785) 271-3000. The Cold Weather Rule applies only to residential customers of electric and natural gas utility companies under the Kansas Corporation Commission's jurisdiction
Q23	What is the Kansas Weatherization Program?
A25	The Kansas Weatherization Assistance program assists low-income households to get home repairs that help lower their energy bills. For more information about weatherization, please call the Housing Information Line at 1-800-752-4422.